

MAY 21 2004

TRANSMITTAL LETTER
(General - Patent Pending)Docket No.
6065-75339In Reply, Application Of: **Darryl Hymel**Serial No.
09/505,318Filing Date
02/16/2000Examiner
Thong, V.Group Art Unit
2142

Title:

ACD MULTI-MEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTSTO THE COMMISSIONER FOR PATENTS:**RECEIVED**

MAY 26 2004

Technology Center 2100

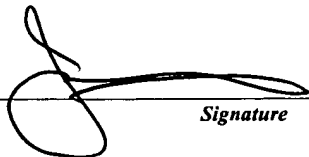
Transmitted herewith is:

Appellant's Answer to Examiner's Response
Postcard Receipt


in the above identified application.

- ☒ No additional fee is required.
- ☐ A check in the amount of _____ is attached.
- ☒ The Director is hereby authorized to charge and credit Deposit Account No. _____ as described below.
- ☐ Charge the amount of _____
- ☒ Credit any overpayment.
- ☒ Charge any additional fee required.

03-2470


SignatureDated: **May 18, 2004****Jon P. Christensen**
Reg. No. 34,137

I certify that this document and fee is being deposited
on 5/18/2004 with the U.S. Postal Service as
first class mail under 37 C.F.R. 1.8 and is addressed to the
Commissioner for Patents, P.O. Box 1450, Alexandria, VA
22313-1450.


Signature of Person Mailing Correspondence**Abby Boone**

Typed or Printed Name of Person Mailing Correspondence

CC: